



PROGRESSIVE INTERCULTURAL COMMUNITY SERVICES SOCIETY (PICS)

Job Title: Case Manager/ Job Developer- I
Program: Northern BC Workforce Career Transition Training Project
Location: PICS Office – Prince George
Hours: 35 hours per week
Start Date: As soon as possible
End Date: March 12th 2027
2027 Wage: \$28.00 - \$29.00

Job Summary: Under the direction of the Program Manager of **Northern BC Workforce Career Transition Training Project**, the Case Manager/ Job Developer is responsible for assisting with the delivery of project. This includes needs assessment, facilitation, job search assistance, counseling, coaching, mentoring, and job development services to program clients. It also includes preparing program reports for management and funders.

Key duties and Responsibilities:

- assess individual client needs, skills and employment goals to effectively market them to potential employers;
- ensure client employment objectives align with their signed action plan;
- develop a personalized training plan and arrange short-term skills development opportunities for program participants;
- collaborate with clients to develop and maintain a sound marketing strategy in order to obtain and maintain employment (Including: candidate matching, effective customer service and follow up activities), facilitating employment interviews and coaching participants in job interviews strategies;
- design, prepare, and update job search resources and PowerPoint for workshops and handouts;
- provide one-on-one coaching and support related to job development and work placements; contribute to program marketing and outreach initiatives when required;
- assist participants in creating, editing, and finalizing all job search documents, ensuring these materials are accurately updated in client files;
- strategizes with Manager to continually improve processes and increase employment statistics;
- facilitates wage subsidy work experience placements and other wrap around supports;
- maintains rapport with clients pre/post job placement to ensure candidates receive appropriate support to maintain employment;
- sends relevant job leads to candidates;
- manages internal applicant tracking system: consisting of employer contact details, tracking and document day to day client activities;
- liaisons with employers to organize targeted hiring events and connect them with other services; and
- performs other program-related duties as assigned by the Director & Manager from time to time.

Knowledge, Skills and Abilities:

- fluent in English; fluency in a second language is an asset;
- strong knowledge of local labor market information and methods to maintain a current understanding of local influences and regional trends;
- strong analytical skills coupled with a high degree of accuracy;
- possesses established connections within the community and with employers;
- excellent verbal and written communication skills;
- strong ability to work with minimal supervision;
- excellent interpersonal skills and the ability to communicate effectively with clients and the public including potential employers and other service providers;
- competent to accomplish tasks with deadlines, handle stress and pressure;
- willing to take initiative, and action & results-oriented, flexible, and dedicated to quality work; and
- career development practitioner certificate is an asset.

Qualifications/Experience Requirement:

- related post-secondary degree or diploma, or equivalent combination of education and experience;
- 2 years' job development, career coaching, or placement experience in a related setting;
- demonstrates ability to build lasting professional relationships with clients and employers;
- knowledge of working in a fee for service model will be considered an asset;
- experience writing client notes and keeping accurate files and records; and
- completed degree or diploma in Social Services or related discipline supplemented by two years' experience in an Employment Counselor or Job developer role OR equivalent combination of education and experience.

Additional Information

- valid driver's license and access to suitable vehicle is an asset; and
- clean Criminal Record Check (Vulnerable Sector) is required.

How to Apply: Please submit a resume and cover letter stating salary expectation to PICS HR Department at career@pics.bc.ca. Please use the job title as the email subject.

(PICS is an equal opportunity employer. We thank all who apply, but only applicants selected for an interview will be contacted. No phone calls please.)